

Marissa Willow du Bois

Programmer Analyst

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Summary

I am seeking a junior or mid-level software development position with a company that will allow me to utilize my current skills while providing the opportunity to expand my abilities and further my career. I am passionate about software development and I have been programming both personally and professionally for over sixteen years. I have worked end-to-end with the software development life cycle from design and implementation to quality assurance and end-user support.

Experience

Programmer Analyst	<i>2010-Present</i>	<i>Software Planning</i>	<i>Walla Walla, WA</i>
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- Responsible for full-stack development for our winery management software and other consulting projects including design, development, testing, optimization, debugging and support. Implements front-end and back-end solutions using a variety of technologies and platforms, Including, but not limited to, VB/VBA, ASP.Net, T-SQL and SSRS. Administers IIS, SQL and Domain servers deployed internally and to clients. Responds to telephone calls, and email requests for technical support. Documents, tracks and monitors issues to ensure a timely resolution. Consults with clients to develop new features or products as needed.

Software Developer Contract	<i>2010-2011</i>	<i>Walla Walla Foundry</i>	<i>Walla Walla, WA</i>
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- Contracted to develop an internal end-to-end work order entry and reporting system for artwork installation projects. Designed and implemented a front-end interface for work order entry using C# and WinForms. Developed relational database back-end using Microsoft SQL server. Created an integrated reporting solution for administration using Microsoft Access and VBA.

Help Desk / Intranet Admin / Telecom Admin	<i>2008-2010</i>	<i>SanMar Corporation</i>	<i>Issaquah, WA</i>
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- Provided support to end users on a variety of issues. Identify, researched, and resolved technical problems. Responded to telephone calls, email and personnel requests for technical support. Documented, tracked and monitored issues to ensure a timely resolution. Created and Maintained Macros, Logon and WMI scripts in VBA, VBS and Batch files. Developed, Maintained and Supported, tools and applications used by the Help Desk and other departments. Administered intranet content management system Typo3. Created and maintained content and tools for the IT department intranet page with Typo3 and AJAX. Supported departmental administrators who also manage departmental intranet content. Helped users resolve issues with content, created Typo3 user accounts, set permissions and responded to questions specific to Typo3. Setup, deployed and supported Avaya PBX analog, digital, software, and IP based phone technologies.

Operations Specialist	<i>2006-2008</i>	<i>SanMar Corporation</i>	<i>Issaquah, WA</i>
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- Worked with management to implement call center related policies. Used Visual Basic for Applications to create Excel macros for automated agent reporting. Designed and implemented a call center attendance tracking system with excel based front-end using VBA and a Microsoft Access back-end. Responsible for database maintenance, supervisor training, automated report monitoring and maintenance. Supported supervisors with questions related to call center software and policies. Also responsible for general administrative duties, tracking attendance, updating agent stats, approving time-off requests, filing, and data entry.

Projects

- **Programmer/DBA for Software Planning** (2010-Present)
 - Integrated Amazon Marketplace web service API with VinBalance to programmatically exchange e-commerce data for orders and payments.
 - Integrated PCI compliant credit card processing system using PayPros encrypted credit card merchant services for VinBalance point of sale.
 - Developed departmental account posting system for VinBalance general ledger.
 - Designed and implemented numerous features and reports for VinBalance as requested by management and customers.
 - Developed log invoicing system for a timber industry client using ASP.Net, SQL Server, and SSRS.
- **Programmer/DBA for Walla Walla Foundry** (Contract) (2010-2011)
 - Designed and developed work order entry system front-end using C# and WinForms.
 - Developed relational database back-end using Microsoft SQL Server.
 - Implemented integrating reporting and administration application using Microsoft Access and VBA.
- **Programmer/DBA for SanMar** (2005-2010)
 - Created front-end application to track Call center attendance and adherence using Access and Excel.
 - Created an Access database and Excel Front End to track Help Desk equipment and inventory.
 - Created various Macros and Scripts used by the Help Desk and Call Center.
- **Programmer/DBA for We-Fix-Em** (Contract) (2002-2003)
 - Designed a relational database in access to track customer information for a PC repair business.
 - Designed and developed a front end application for the customer database using Visual Basic 6.0.
- **Game Designer/Programmer for Duris** (freelance) (2000-2004)
 - Design and develop new features, resolve bugs, and adjust game balance.
 - Designed and developed tools for content creation. (Demo Available)

Technologies

Languages: C#, Visual Basic 6.0/.NET, VBA, C, C++, T-SQL, XML
Environments: Visual Studio, Mono Develop, Eclipse, Access
Libraries: Win32, MFC, .Net (All Versions),
Internet: HTML, CSS, JavaScript/AJAX, PHP
Scripting: WMI, VBS and Batch.
Database: Microsoft SQL Server, MySQL
Operating Systems: Windows (All Versions), Linux

Education

- Bellevue Community College: Continuing Education** 2000-2002
- Visual Basic 6.0 Development
 - C/C++ Development
 - Data Structures in C
 - Win32 Development with C
- Mount Si High School** 1996-2000
- General Studies